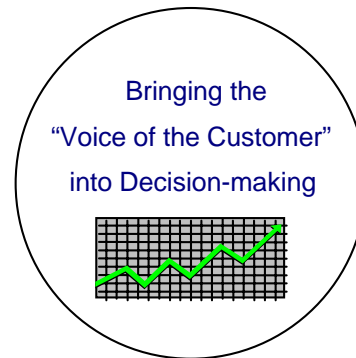


SURVEY OF VETERANS' SATISFACTION WITH THE VA VOCATIONAL REHABILITATION AND EMPLOYMENT PROGRAM

EVALUATION AND PLANNING PHASE

2001 Summary Report

**National and Service Delivery Network (SDN)
Results and Performance Trends**



**Surveys and Research Staff
Data Management Office
Veterans Benefits Administration
April 2002**

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This information was collected and analyzed under the direction of:

U.S. Department of Veterans Affairs
Veterans Benefits Administration
Data Management Office
Surveys and Research Staff (245)

This report was prepared by:

Ronda Britt, M.A.,
Statistician, Surveys and Research Staff
Phone: 202.273.6425
Fax: 202.275.5947
Email: ormrbrit@vba.va.gov

Questions or comments should be directed to:

Lynne R. Heltman, M.A.
Director, Surveys and Research Staff
Phone: 202.273.5440
Fax: 202.275.5947
Email: ormlhelt@vba.va.gov

In conjunction with:

Caliber Associates
10530 Rosehaven Street, Suite 400
Fairfax, Virginia 22030

With assistance from:

Lynne R. Heltman, M.A., Director, Surveys and
Research Staff

Surveys and Research Staff *Intranet* Website:

<http://vbaw.vba.va.gov/bl/20/cfo/surv/srsindex.html>

Surveys and Research Staff *Internet* Website:

<http://www.vba.va.gov/surveys/>

Executive Summary

- Nationally, 74.9 percent of all surveyed veterans were very or somewhat satisfied with the evaluation process. This was not a significant difference from the previous year's performance of 74.0 percent. Also, 82.9 percent of all surveyed veterans were very or somewhat satisfied with the planning process. This also did not differ significantly from the previous year's performance of 82.3 percent.
- These four areas were identified as having the greatest influence on whether or not a veteran will be satisfied with the EVALUATION process. VA should focus on improving and/or maintaining customer satisfaction in these areas in order to ensure veteran satisfaction with the evaluation:

Length of time to determine entitlement to VR&E services was very or somewhat reasonable.

Respondent felt counselor completely or mostly understood their feelings and concerns.

Counselor was very or somewhat responsive to respondent's primary method of contact.

Respondent was very or somewhat confident that counselor gave good information and advice during evaluation.

- These four areas were identified as having the greatest influence on whether or not a veteran will be satisfied with their PLAN development. VA should focus on improving and/or maintaining customer satisfaction in these areas in order to ensure veteran satisfaction with the development of a plan:

Respondent felt plan is appropriate to achieve their vocational goals.

Counselor was very or somewhat responsive to respondent's primary method of contact.

Respondent felt counselor spent adequate time and resources in developing the plan.

Respondent felt time scheduled to develop plan was very or somewhat convenient.

Executive Summary

Evaluation Process

- VR&E's **performance increased** on these customer service items relating to the EVALUATION process between 2000 and 2001. A summary of 2000 and 2001 national performance on each of the items follows below:

Question	2000	2001
Percent who completely or mostly understood eligibility requirements for program when they submitted application	60.7	64.0
Percent who said VA completely or mostly explained steps necessary to qualify for VR&E program	67.6	71.4
Percent who said location of evaluation was very or somewhat convenient	65.2	68.7
Percent who thought evaluation process reflected courtesy, compassion and respect due to a U.S. veteran	81.9	84.0
Percent who did not have to repeat same information to more than one person during the evaluation process	63.8	66.5
Percent who thought length of time to determine entitlement to VR&E services was very or somewhat reasonable	73.0	75.9

Planning Process

- VR&E's **performance increased** on these customer service items relating to the PLANNING process between 2000 and 2001.

Question	2000	2001
Percent who thought location where plan was developed was very or somewhat convenient	69.5	73.0
Percent who said it was very or somewhat easy to obtain information from VR&E program	68.5	72.2

- VR&E's **performance decreased** on these customer service items relating to the PLANNING process between 2000 and 2001.

Question	2000	2001
Percent who strongly agreed or agreed that plan reflected current conditions of job market	83.2	78.1
Percent who strongly agreed or agreed that plan was designed with potential employment/employers in mind	82.5	77.7

Introduction and Methodology

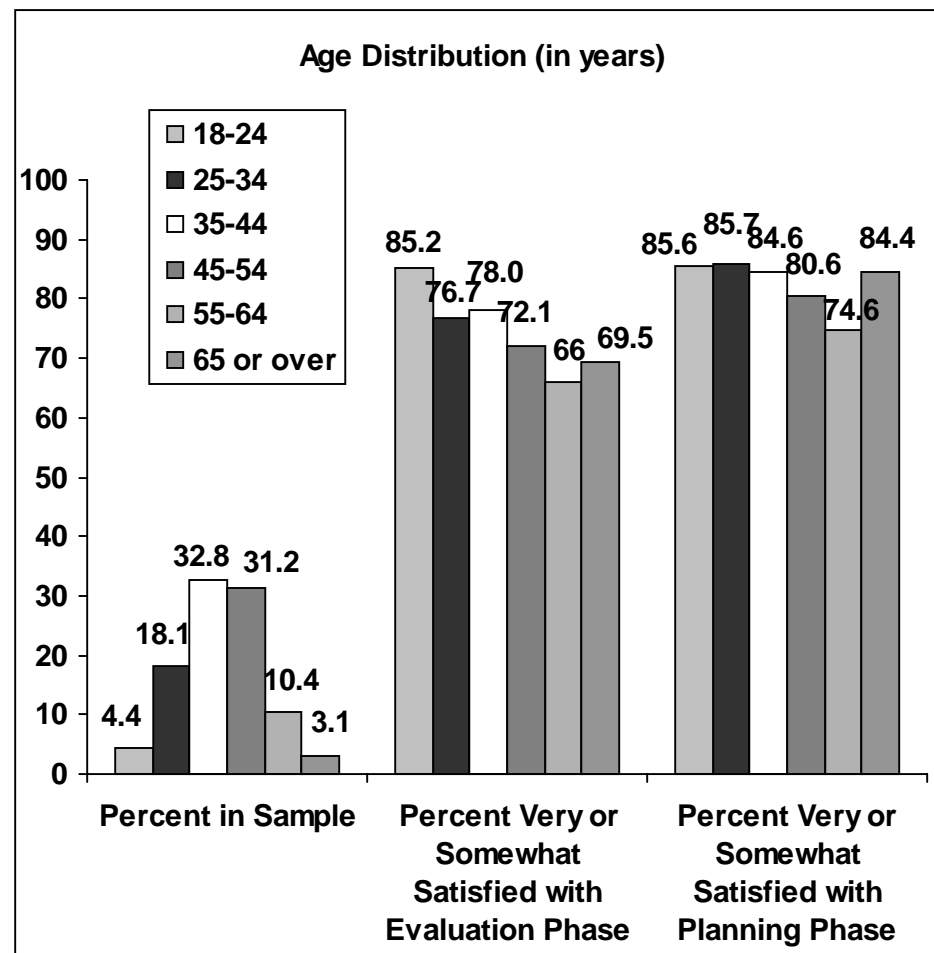
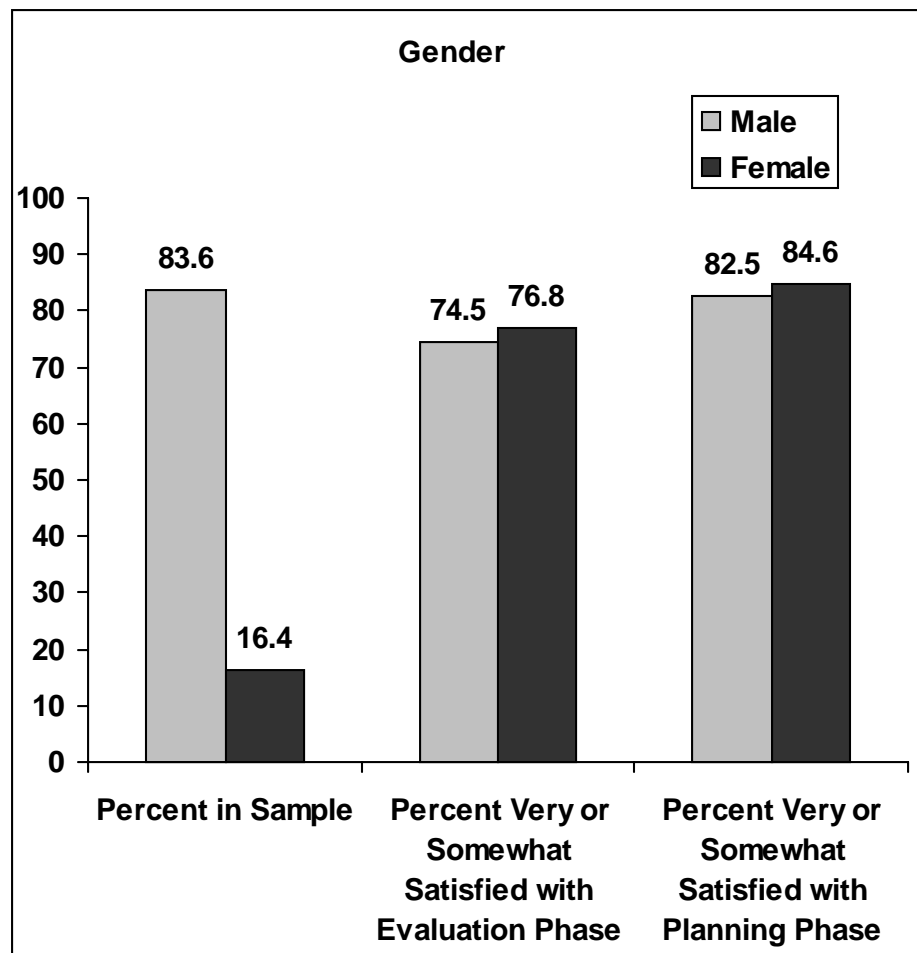
This document presents the results of the 2001 *Survey of Veterans' Satisfaction With the VA Vocational Rehabilitation and Employment Program, Evaluation and Planning Phase* for the nation and for each of the nine SDNs on selected survey questions. Data are given for 2001, 2000 and 1999; results for 2001 and 2000 were significance-tested at the national and SDN levels for performance differences between the two years.

The data in this report were collected from October of 2001 to January of 2002 using mailed questionnaires. The sample consisted of 6,075 persons, out of a total population of 23,467 persons who were in the application, evaluation or planning phases of the VR&E program, or who had just entered the rehabilitation phase within the previous four months. This included those who interrupted or discontinued the program at any time between the period the sample was drawn and data collection was complete. The sample was drawn proportionate to the number of cases within each Regional Office (RO), but was not designed to yield data for any one RO, only for the nine SDNs, which comprise the national total. A total of 3,090 respondents completed the Evaluation and Planning Phase questionnaire for a response rate of 53.3 percent.

The questionnaire was designed by VBA and is based on information gathered from focus groups with veterans and front-line VR&E employees. It was then tested for clarity and relevance in cognitive interviews with veterans, and then pretested in the field from June to August 1999. Using the information from the pretest reports, the VBA Surveys and Research Staff and Caliber Associates modified the questionnaire. Other minor changes have been made since the pretest which are detailed in the national reports produced by Caliber Associates. The final Evaluation and Planning questionnaire is included in this report in Appendix B.

It should be noted that the quantitative data shown in this report represent valid measurements of various elements of customer satisfaction and, as such, are more reliable than qualitative sources of information such as comment cards or focus groups. Survey results provide data used to monitor VBA's performance against customer service standards, drive regional office improvement in customer service, and provide the customers' views of organizational performance as required by the Government Performance and Results Act. The data also provide much-needed customer measures for populating VBA's "balanced scorecard", evaluating VBA's ongoing business process reengineering (BPR), case management, Reader Focused Writing (RFW), and related initiatives.

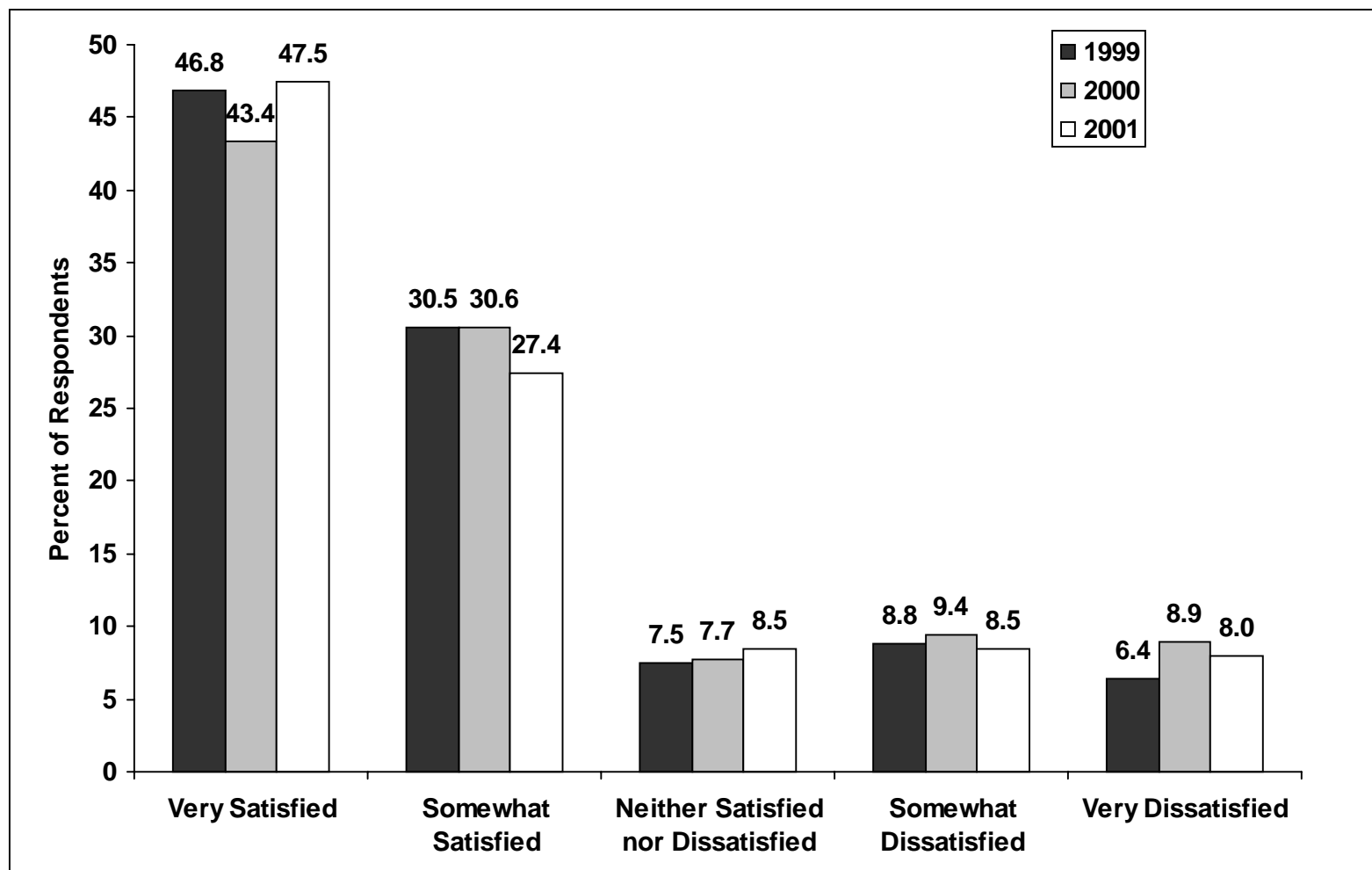
Respondent Characteristics by Satisfaction with Phase



- The majority of the respondents were men (83.6 percent), and 64.0 percent of the respondents were between 35 and 54 years of age.
- Women reported being slightly more satisfied with both the evaluation and planning phases than men (76.8 percent vs. 74.5 percent for the evaluation phase, and 84.6 percent vs. 82.5 percent for the planning phase).
- In the evaluation phase, it generally seems that as age increases, satisfaction tends to decrease: 85.2 percent of those aged 18-24 were satisfied with the evaluation phase, compared to only 69.5 percent of those aged 65 or older.

Satisfaction with Evaluation Phase

Overall Satisfaction with Evaluation Phase, 1999-2001



The percent of respondents who were very satisfied with the evaluation phase **significantly** increased from 43.4 percent in 2000 to 47.5 percent in 2001.

Satisfaction with Evaluation Phase

Introduction to Quadrant Analysis

Quadrant analysis is a useful tool in determining which individual performance areas need improvement in order to raise the overall quality of service. The analysis involves determining the importance of individual performance areas (how meaningful an area is to the veteran) and VA's performance in each area. Generally, items with high importance but relatively low performance are those which deserve immediate attention.

Each of the variables represented in the Quadrant Analysis graph are plotted on the basis of:

- 1) **Importance:** a variable's correlation with the overall satisfaction with the particular phase of the VR&E program, and
- 2) **Performance:** a variable's topbox percent (the percent of people who answered positively to the question).

Importance is measured by variable correlations with *overall satisfaction with the phase*. These correlations determine the degree to which variables are related to overall satisfaction. Zero indicates no correlation, and 1 indicates perfect correlation. The closer a variable's correlation (Importance) is to 1, the stronger that variable's relationship is with the overall satisfaction with the handling of a claim. *Variables that have stronger correlations are considered to have higher importance.*

Performance is measured by the percentage of respondents who responded positively to a performance item. Topbox percents represent how well VA is performing within a given area (for example, the percent who thought their counselor completely or mostly understood their feelings and concerns). *The higher the percent, the better VA is performing.*

The quadrant analysis is divided into four quadrants (sections) based on the following combinations of the plotted location of a variable:

Quadrant I: Critical Improvement Areas (high importance, low performance)

Quadrant II: Maintain Relationship Building Variables (high importance, high performance)

Quadrant III: Lower Return on High Performance (low importance, high performance)

Quadrant IV: Lower Return on Investment (low importance, low performance)

The horizontal line in the plot represents importance and is placed at .50, which indicates relatively high correlation. The vertical line represents performance and is placed at 75.0 percent. The quadrant lines can be moved up or down, left or right, to include more or fewer items in each quadrant. The plotted numbers within each section of the graph correspond with the performance items listed below. These numbers also refer to the question numbers used in the questionnaire.

Satisfaction with Evaluation Phase

Items in Quadrant Analysis

Quadrant I contains one (1) item on which VA is not performing as well as it could be, but which significantly impacts veterans' satisfaction with the evaluation phase.

- **Question 27** Counselor completely or mostly understood respondent's feelings and concerns during evaluation.

Quadrant II contains four (4) items on which VA is performing well and which are important to overall satisfaction. VA should maintain current practices and resources for these items so that performance does not decline and negatively affect satisfaction.

- **Question 26** Respondent was very or somewhat confident that counselor gave good information and advice during evaluation.
- **Question 28** Evaluation process reflected the courtesy, compassion and respect due to a veteran of the United States.
- **Question 30** Counselor was very or somewhat responsive to primary method of contact.
- **Question 38** Length of time to determine entitlement was very or somewhat reasonable.

Quadrant III contains six (6) items on which VA is performing well but which, while important to overall satisfaction, do not have as great an impact as other items.

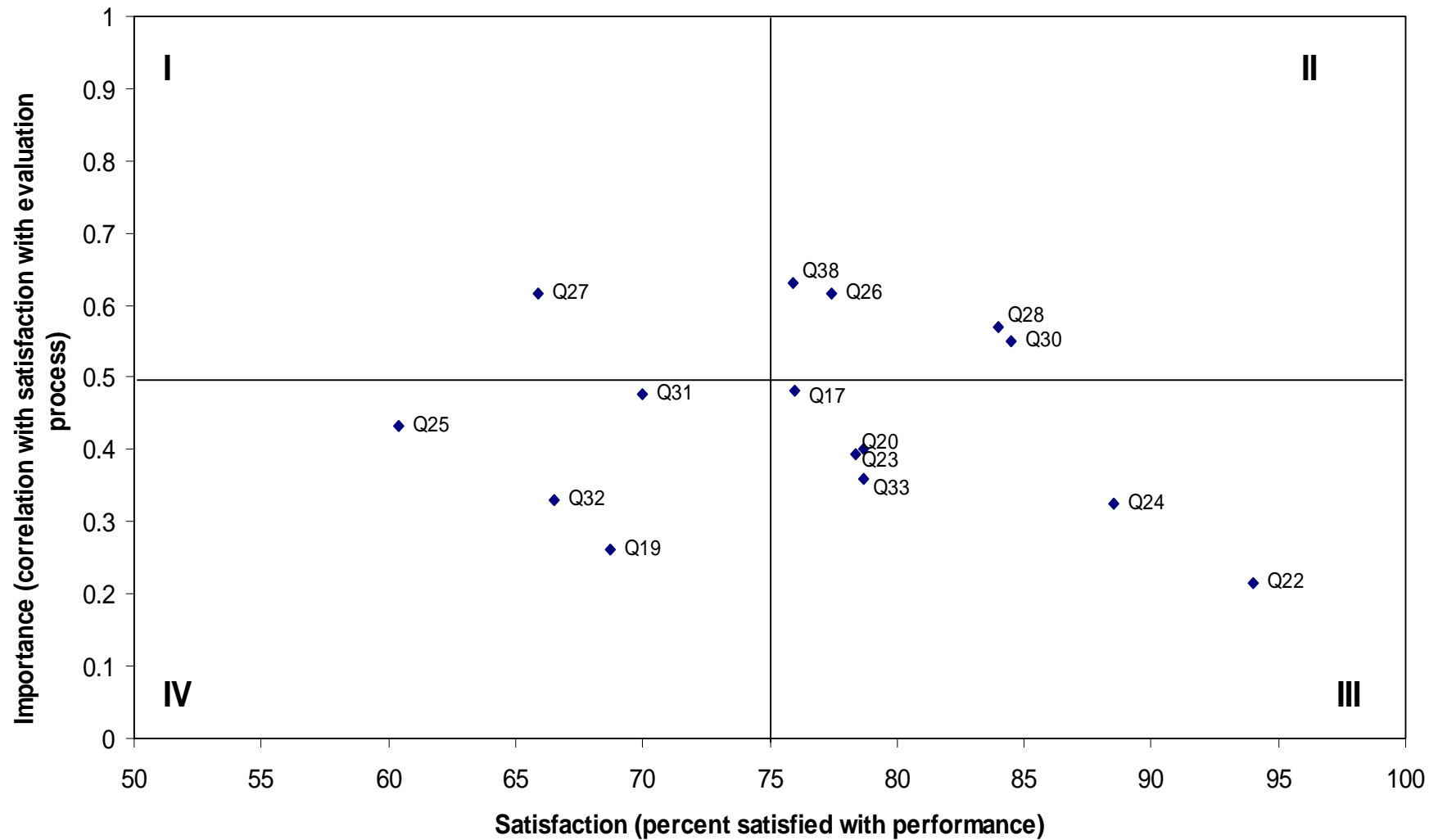
- **Question 17** Length of time from appointment notification to initial meeting was very or somewhat reasonable.
- **Question 20** Time of evaluation was very or somewhat convenient.
- **Question 22** Counselor explained purpose of tests taken during evaluation.
- **Question 23** Tests seemed appropriate during evaluation.
- **Question 24** Counselor explained tests in an understandable way.
- **Question 33** Respondent was able to access voice mail of counselor.

Quadrant IV contains four (4) items on which VA is not performing as well as it could, but which are also not considered to have as great an impact on overall satisfaction as other items. There is a lower return on investment in these items, but, given resources, improvement could be sought.

- **Question 19** Location of evaluation was very or somewhat convenient.
- **Question 25** Results of evaluation completely or mostly matched respondent's particular skills and abilities.
- **Question 31** Respondent generally able to get needed information on first call or contact with counselor.
- **Question 32** Respondent did not have to repeat same information to more than one person during evaluation process.

Satisfaction with Evaluation Phase

Quadrant Analysis



Satisfaction with Evaluation Phase

Predictors of Satisfaction with Evaluation (Logistic Regression)

Logistic regression is a statistical procedure used to predict the likelihood that an event will occur. The object is to use information from several predictor variables (or, independent variables) to determine which of those variables can correctly predict responses on a dependent variable, this means that by improving performance in certain individual service areas, there is a definite likelihood that we will increase a veteran's satisfaction with the overall phase. The logistic regression model tells us which predictor variables relate with the dependent variable and which have the strongest influence.

The logistic regression model presented here used *satisfaction with the evaluation phase* as the dependent variable. The responses to this variable were dichotomized into either *satisfied* (responses of very or somewhat satisfied) and *not satisfied* (responses of neither satisfied nor dissatisfied, somewhat dissatisfied, or very dissatisfied).

Four (4) independent variables were used in this model:

- 1) During the evaluation, how confident or sure were you that your counselor gave you good information and advice?
- 2) During the evaluation, how well did you feel your counselor understood your feelings and concerns?
- 3) How responsive was the counselor to your contact through this method? (respondent's primary method of contact)
- 4) How reasonable was the length of time it took VA to determine whether you were entitled to VR&E services, once you had the initial meeting with your counselor?

These four variables were chosen for the model because they had a relatively high correlation with overall satisfaction with the evaluation phase. Variables in the logistic regression summary table on the next page are presented with their respective **odds ratio statistics** and are **listed in order of predictive strength**. Odds ratios estimate how much more likely an individual is to end up in the group we are trying to predict (satisfaction) than in the other group (dissatisfaction). For example, veterans who thought the time to determine entitlement was very or somewhat reasonable were about 7 times more likely to be satisfied with the evaluation phase than veterans who did not think the time was reasonable.

The logistic regression summary table also includes a **percent correctly classified as either satisfied or dissatisfied**. This percentage summarizes the "fit" between the actual and predicted classifications of satisfaction/dissatisfaction. The logistic regression procedure uses information from each of the predictor variables in a model and classifies individuals into one of the two target groups (satisfied or not satisfied). It then looks at how each individual was actually classified (how each respondent actually responded) and compares its prediction of a response with the actual response. The closer this percentage is to 100, the more accurate the model is in predicting satisfaction/dissatisfaction

Satisfaction with Evaluation Phase

Predictors of Satisfaction with Evaluation (Logistic Regression)

Predictor Variables	Odds Ratios
Time to determine entitlement was very or somewhat reasonable	7.67
Respondent felt counselor completely or mostly understood their feelings and concerns during evaluation	4.04
Counselor was very or somewhat responsive to respondent's primary method of contact	3.87
Respondent was very or somewhat confident that counselor gave them good information and advice	3.81

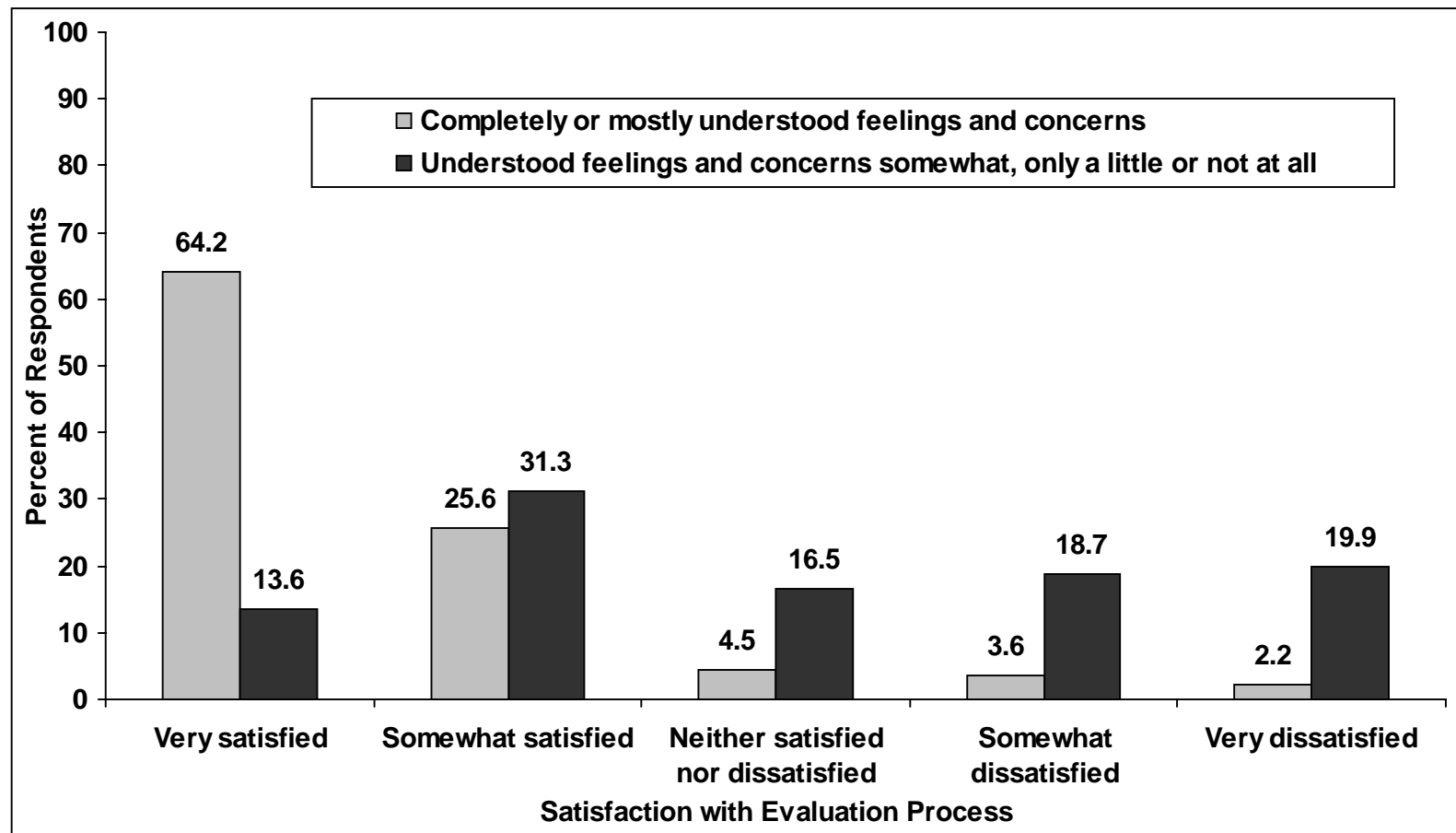
Percent correctly classified as either satisfied or dissatisfied: 85.2%

Number of cases included in this analysis: 2,269

- Considering the effects of all four predictor variables, the **time to determine entitlement being reasonable** was the strongest predictor of satisfaction with the evaluation phase. Veterans who thought the time to determine entitlement was reasonable were over 7 times more likely to be satisfied with the phase than veterans who did not think the time was reasonable.
- Veterans who felt their counselor understood their feelings and concerns during the evaluation were 4 times more likely to be satisfied with the process than those who did not feel understood.
- Respondents who felt their counselor was responsive to their primary method of contact were also more likely to be satisfied (nearly 4 times more) than respondents who did not feel that their counselor was responsive.
- Respondents who were confident that their counselor gave them good information and advice during the evaluation were almost 4 times more likely to be satisfied with the evaluation phase than those who were not confident that the counselor gave them good information and advice.

Influences on Satisfaction with Evaluation Phase

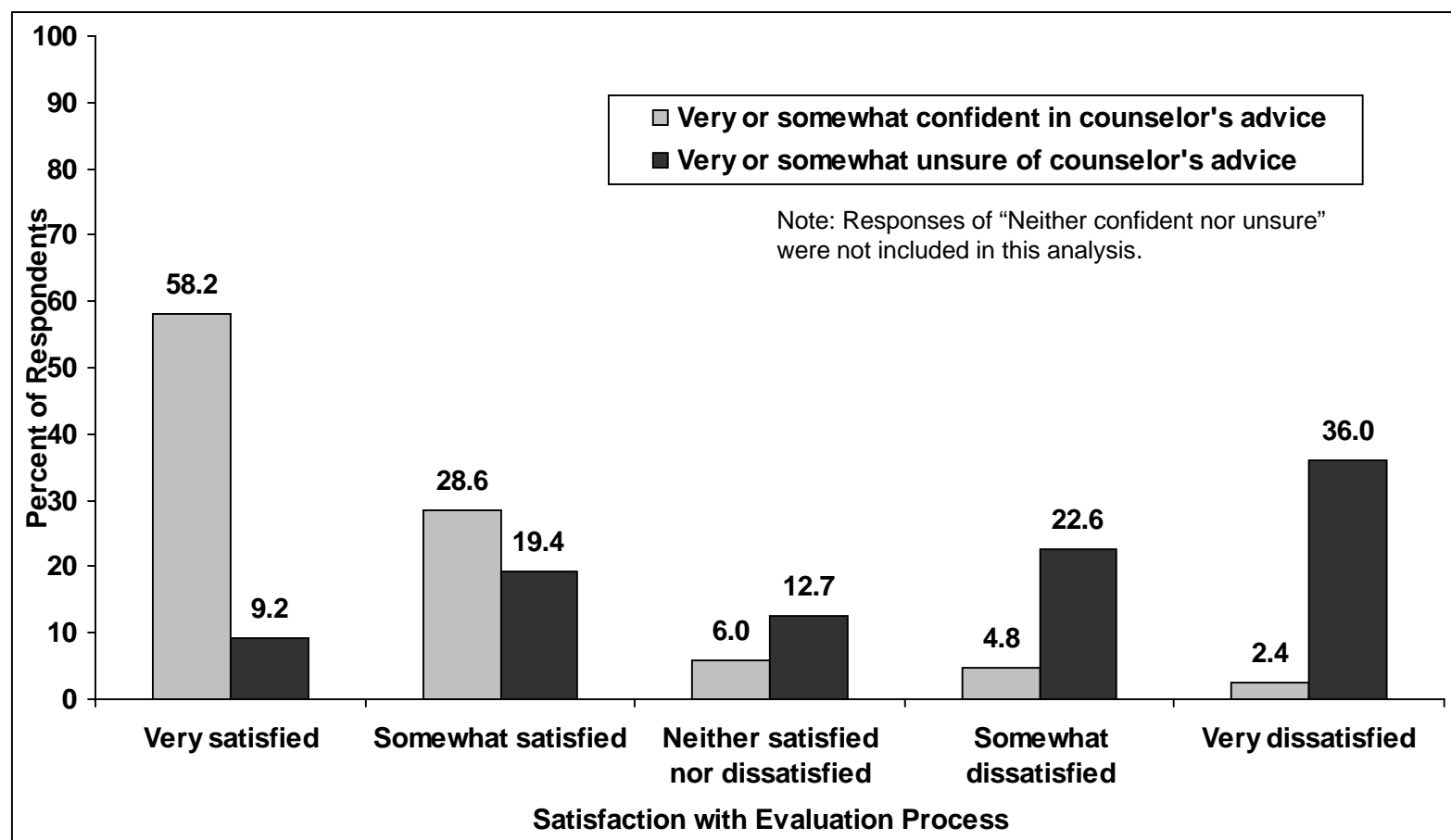
Overall Satisfaction with Evaluation Process by How Well Counselor Understood Feelings and Concerns



This variable has a very powerful relationship to overall satisfaction with the evaluation phase: respondents who thought their counselor completely or mostly understood their feelings and concerns were almost 5 times more likely to be very satisfied with the evaluation process (64.2 percent) than those who felt their feelings were understood somewhat, only a little, or not at all (13.6 percent).

Influences on Satisfaction with Evaluation Phase

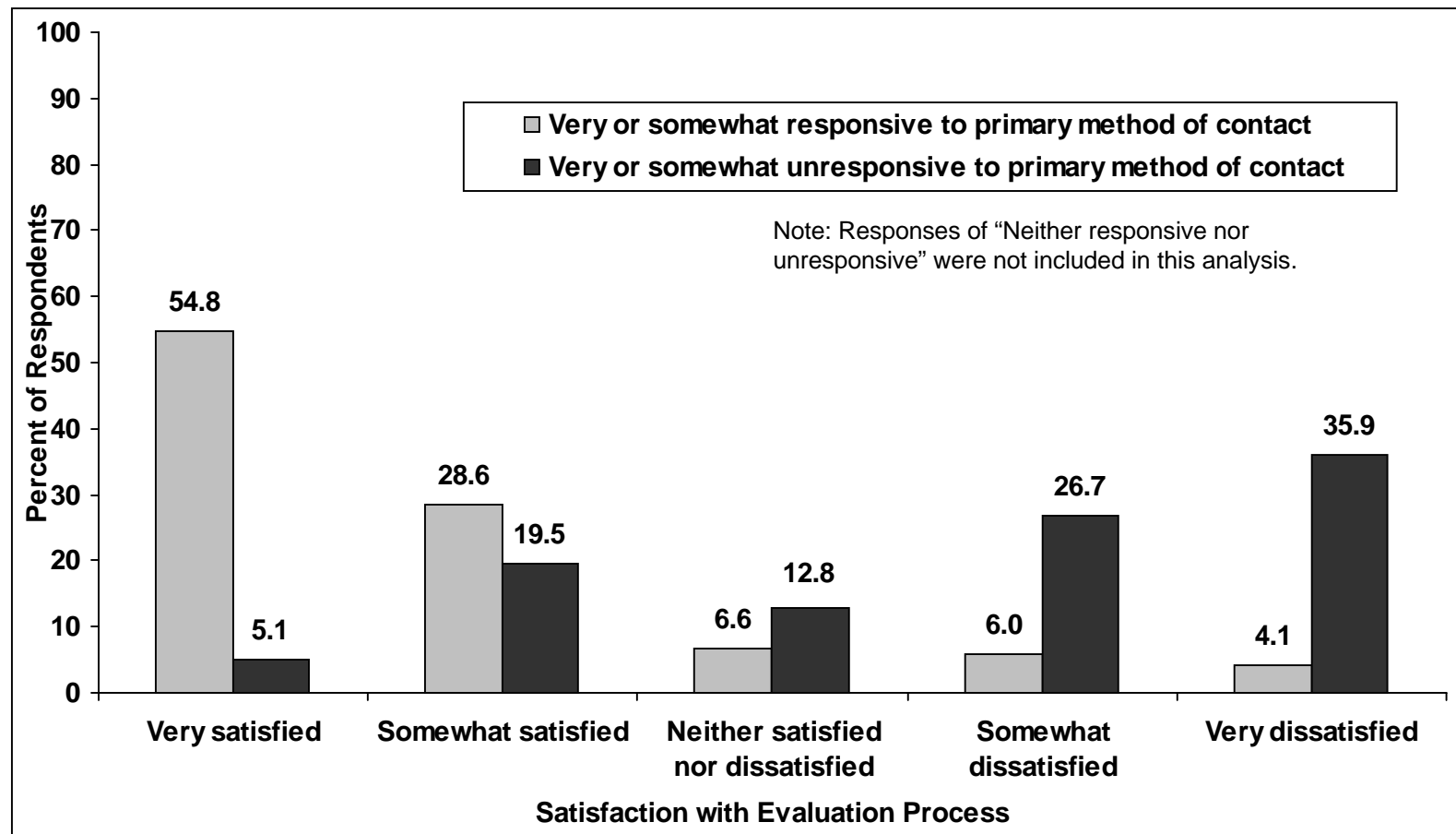
Overall Satisfaction with Evaluation Process by Confidence in Counselor's Advice



Those respondents who felt confident that their counselor was giving them good advice were over 6 times more likely to be very satisfied with the evaluation process (58.2 percent) than those who were unsure about their counselor's advice (9.2 percent). Those unsure were also 15 times more likely to be very dissatisfied with the evaluation phase than those who expressed confidence (36.0 percent vs. 2.4 percent).

Influences on Satisfaction with Evaluation Phase

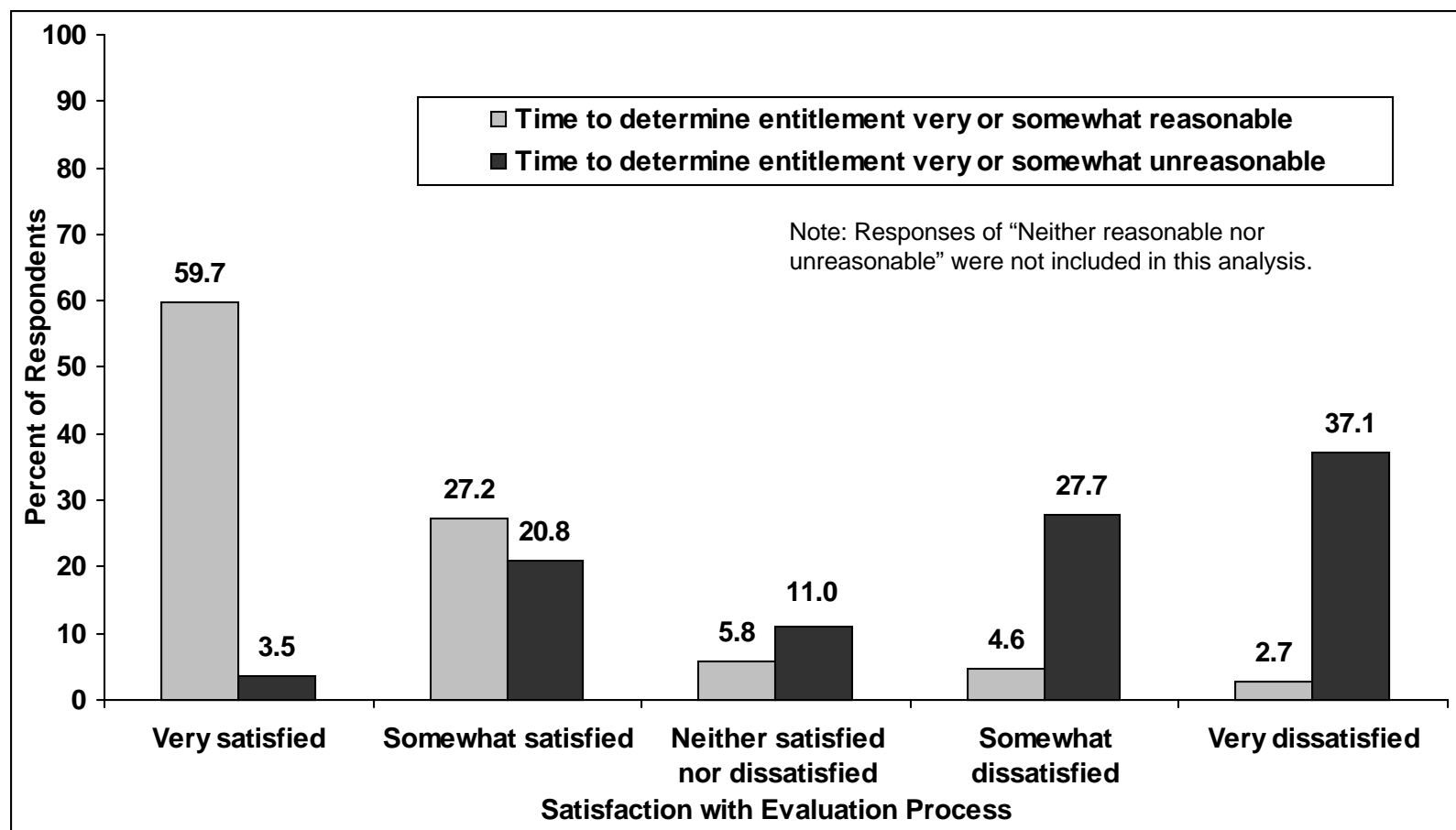
Overall Satisfaction with Evaluation Process by Counselor's Responsiveness to Respondent's Primary Method of Contact



Another powerful indicator of overall satisfaction with the evaluation phase is the responsiveness of the counselor through the respondent's primary method of contact. Over half (54.8 percent) of those who said their counselor was very or somewhat responsive were very satisfied with the evaluation process vs. only 5.1 percent of those who considered their counselor unresponsive.

Influences on Satisfaction with Evaluation Phase

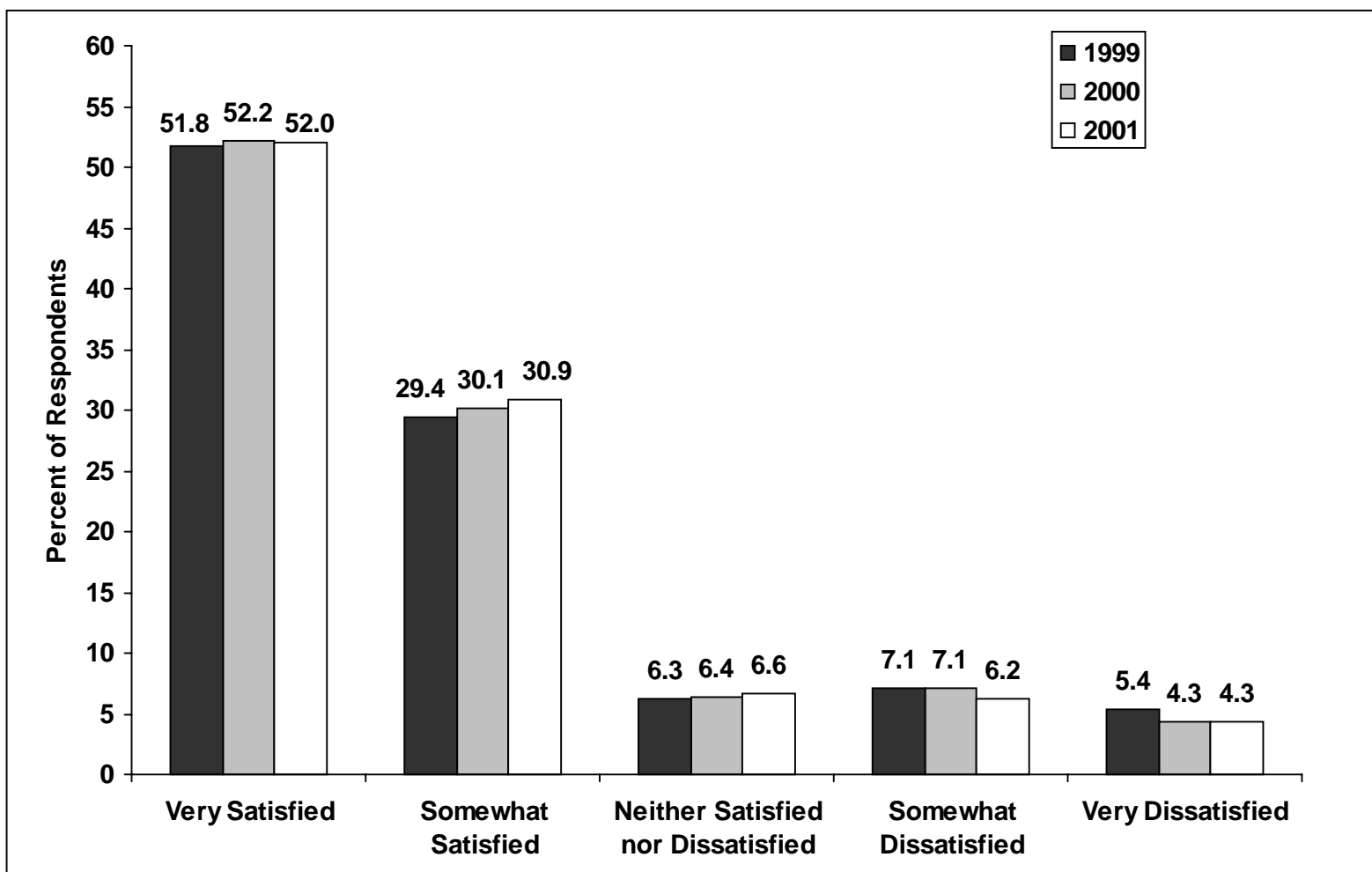
Overall Satisfaction with Evaluation Process by Reasonableness of Time to Determine Entitlement



Of those who found the length of time to determine entitlement very or somewhat unreasonable, only 24.3 percent were very or somewhat satisfied with the evaluation phase, compared with 86.9 percent of those who found the length of time reasonable.

Satisfaction with Planning Phase

Overall Satisfaction with Planning Process, 1999-2001



Overall satisfaction with the planning phase has remained stable from 1999 to 2001, with roughly 52 percent of respondents being very satisfied and roughly 30 percent being somewhat satisfied.

Satisfaction with Planning Phase

Items in Quadrant Analysis

Quadrant I contains no (0) items on which VA is not performing as well as it could be, but which significantly impacts veterans' satisfaction with the planning phase.

Quadrant II contains twelve (12) items on which VA is performing well and which are important to overall satisfaction. VA should maintain current practices and resources for these items so that performance does not decline and negatively affect satisfaction.

- **Question 43** Respondent actively participated in developing plan.
- **Question 44** Plan reflects individualized services which meet respondent's needs.
- **Question 45** Counselor spent adequate time and resources in developing the plan.
- **Question 46** Plan reflects respondent's intentions and expectations for rehabilitation.
- **Question 47** Plan is appropriate to achieve respondent's vocational goals.
- **Question 48** Plan was designed to minimize aggravation of respondent's disability.
- **Question 49** Plan adequately reflects respondent's interests, aptitudes, and abilities.
- **Question 50** Plan reflects current conditions and characteristics of job market.
- **Question 51** Plan was designed with potential employment/employers in mind.

- **Question 53** Time scheduled for developing plan was very or somewhat convenient.
- **Question 55** Counselor was very or somewhat responsive to primary method of contact.
- **Question 59** Planning process reflected courtesy, compassion and respect due to a veteran of the United States.

Quadrant III contains two (2) items on which VA is performing well but which, while important to overall satisfaction, do not have as great an impact as other items.

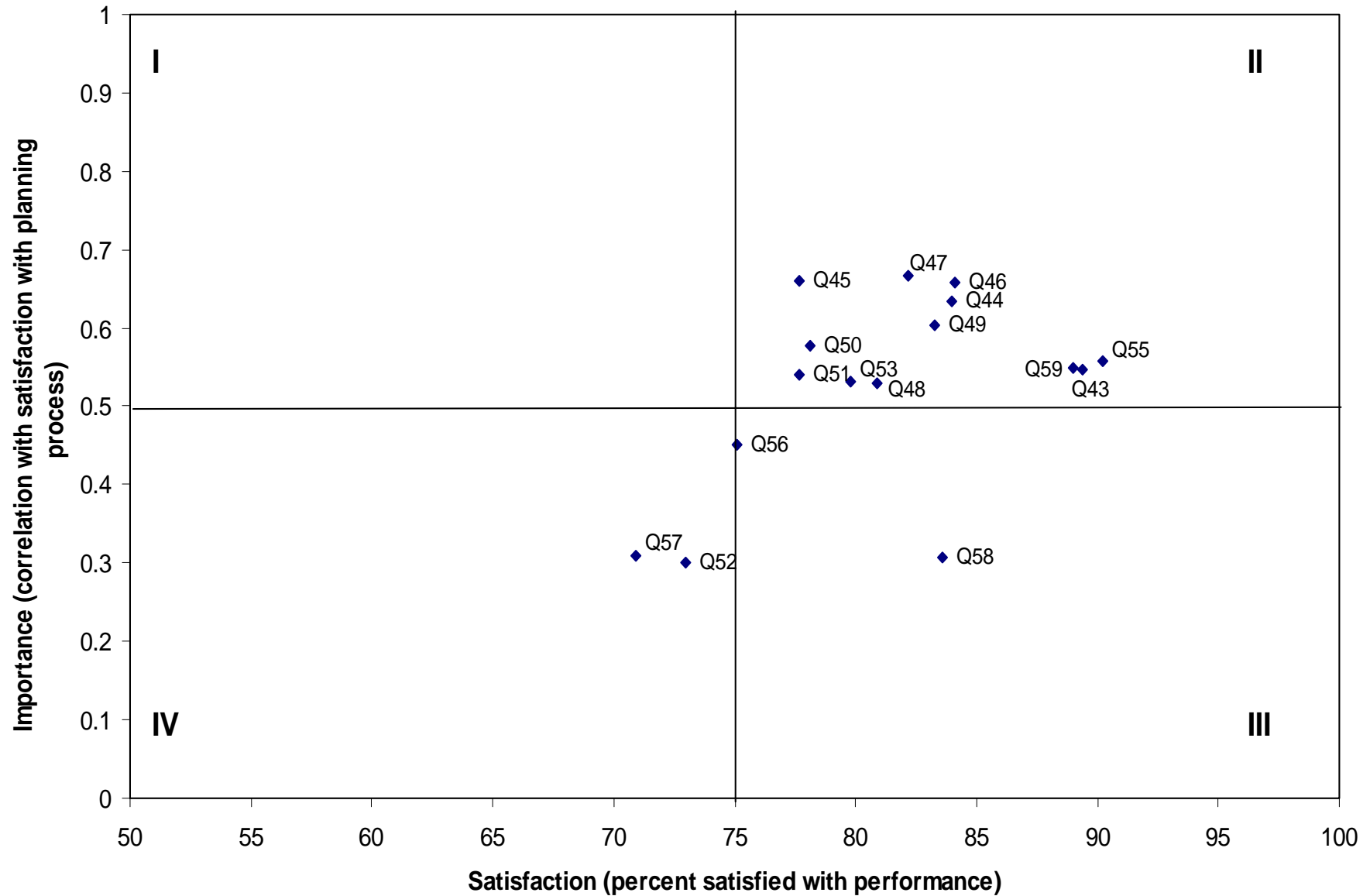
- **Question 56** Respondent generally able to get needed information on first call or contact with counselor.
- **Question 58** Respondent was able to access counselor's voice mail.

Quadrant IV contains two (2) items on which VA is not performing as well as it could, but which are also not considered to have as great an impact on overall satisfaction as other items. There is a lower return on investment in these items, but, given resources, improvement could be sought.

- **Question 52** Location where plan was developed was very or somewhat convenient.
- **Question 57** Respondent did not have to repeat same information to more than one person during planning process.

Satisfaction with Planning Phase

Quadrant Analysis



Satisfaction with Planning Phase

Predictors of Satisfaction with Planning (Logistic Regression)

Predictor Variables	Odds Ratios
Respondent felt plan is appropriate to achieve their vocational goals	12.38
Counselor was very or somewhat responsive to respondent's primary method of contact	6.55
Respondent felt counselor spent adequate time and resources in developing plan	5.46
Respondent felt time scheduled to develop plan was very or somewhat convenient	5.05

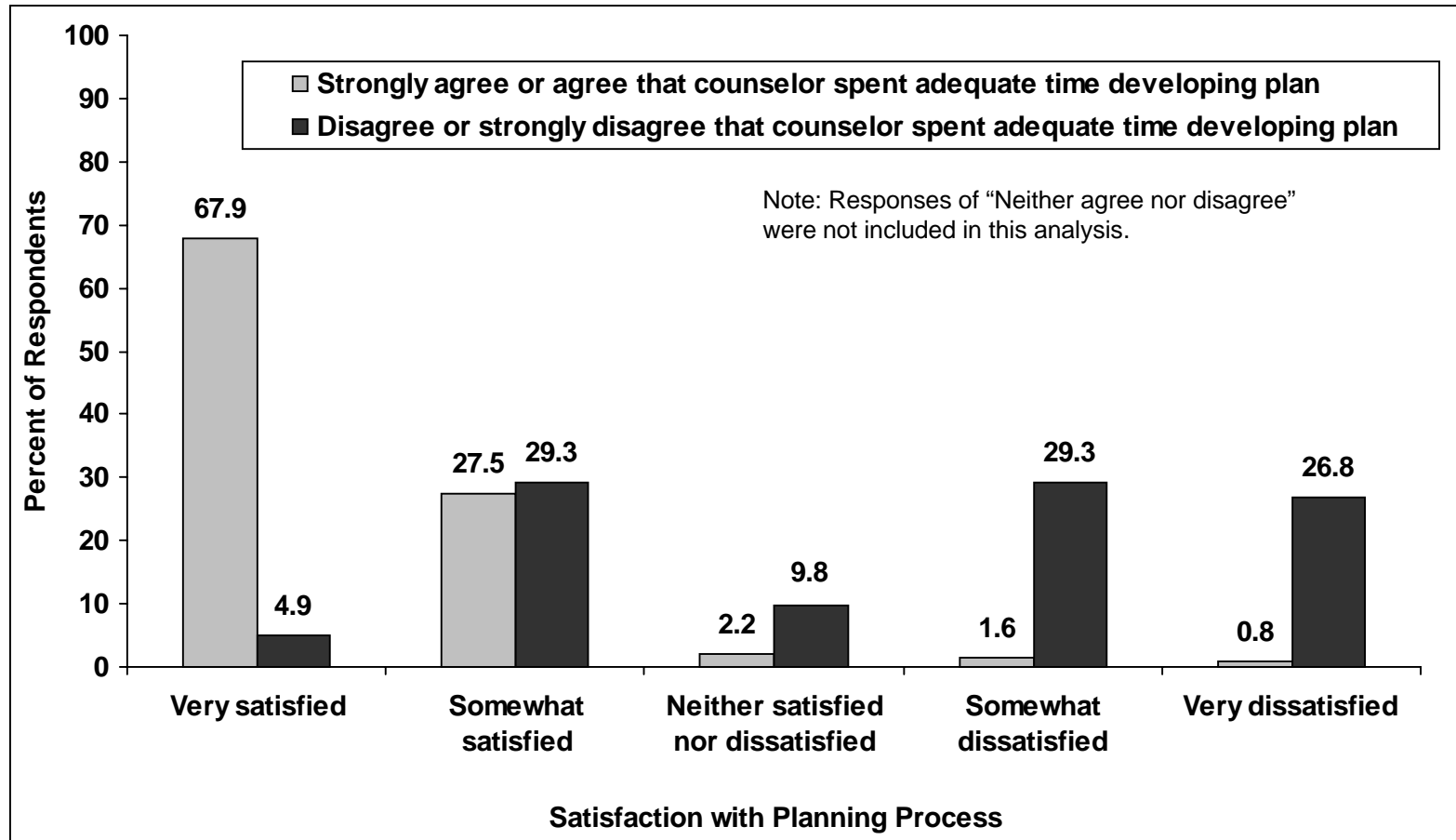
Percent correctly classified as either satisfied or dissatisfied: 91.2%

Number of cases included in this analysis: 1,763

- Considering the effects of all four predictor variables, the **plan being appropriate to achieve the respondent's vocational goals** was the strongest predictor of satisfaction with the planning phase. Veterans who thought the plan was appropriate were over 12 times more likely to be satisfied with the planning phase than veterans who did not think the plan was appropriate.
- Respondents who felt their counselor was responsive to their primary method of contact were over 6 times more likely to be satisfied with the planning phase than those who said the counselor was not responsive.
- Veterans who thought their counselor spent adequate time and resources in developing the plan over 5 times more likely to be satisfied with the planning phase than veterans who did not think the time and resources spent were adequate.
- Finally, those who thought the time scheduled to develop the plan was convenient were 5 times more likely to be satisfied with the phase than veterans who did not find the time convenient.

Influences on Satisfaction with Planning Phase

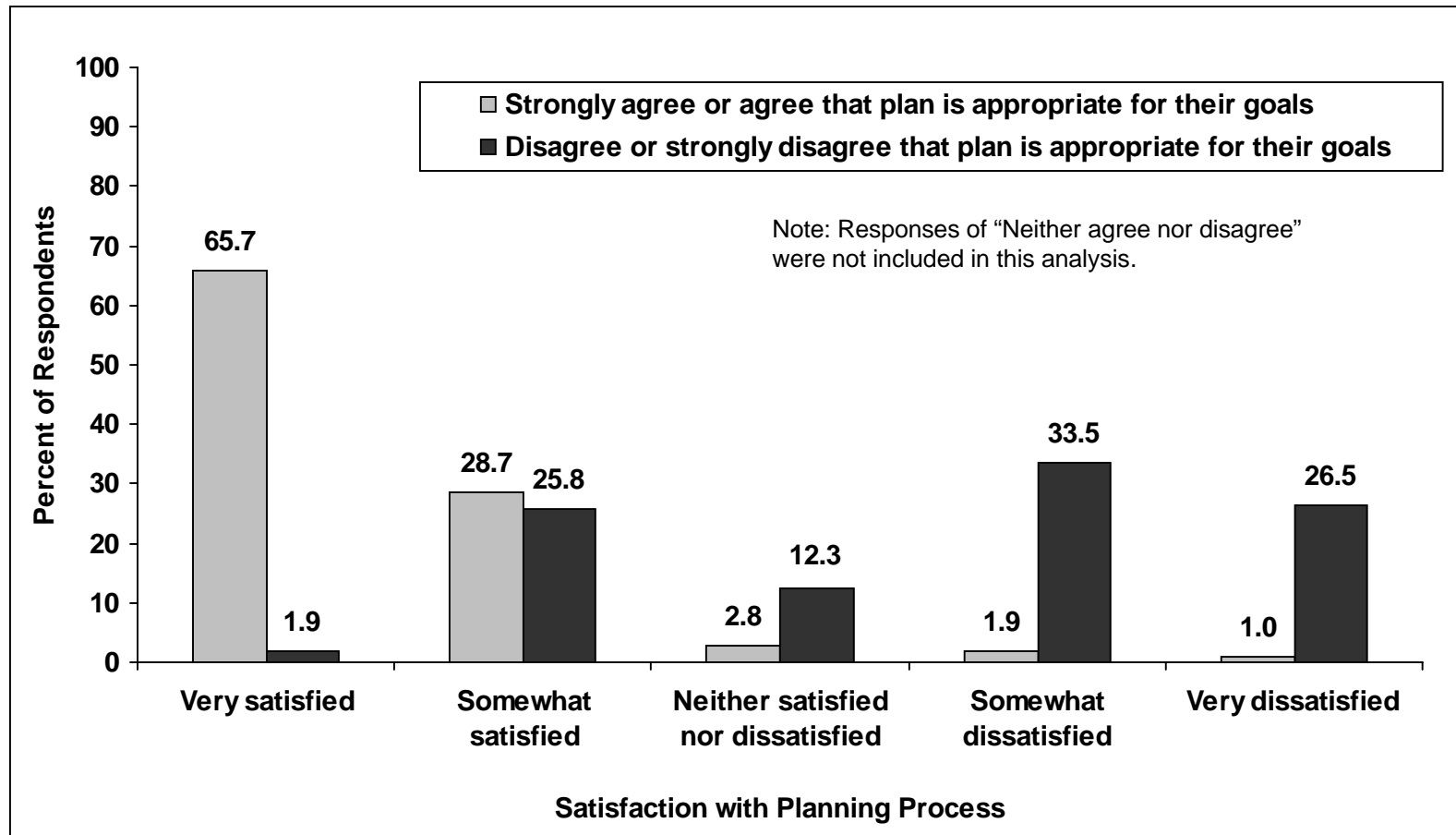
Overall Satisfaction with Planning Process by Whether Respondents Agree that Counselors Spent Adequate Time and Resources in Developing the Plan



A strong influence on overall satisfaction with the planning phase is the counselor's effort in developing the plan: 67.9 percent of respondents who feel the counselor spent adequate time and resources developing their plan were very satisfied compared to only 4.9 percent of those who did not feel adequate time was spent.

Influences on Satisfaction with Planning Phase

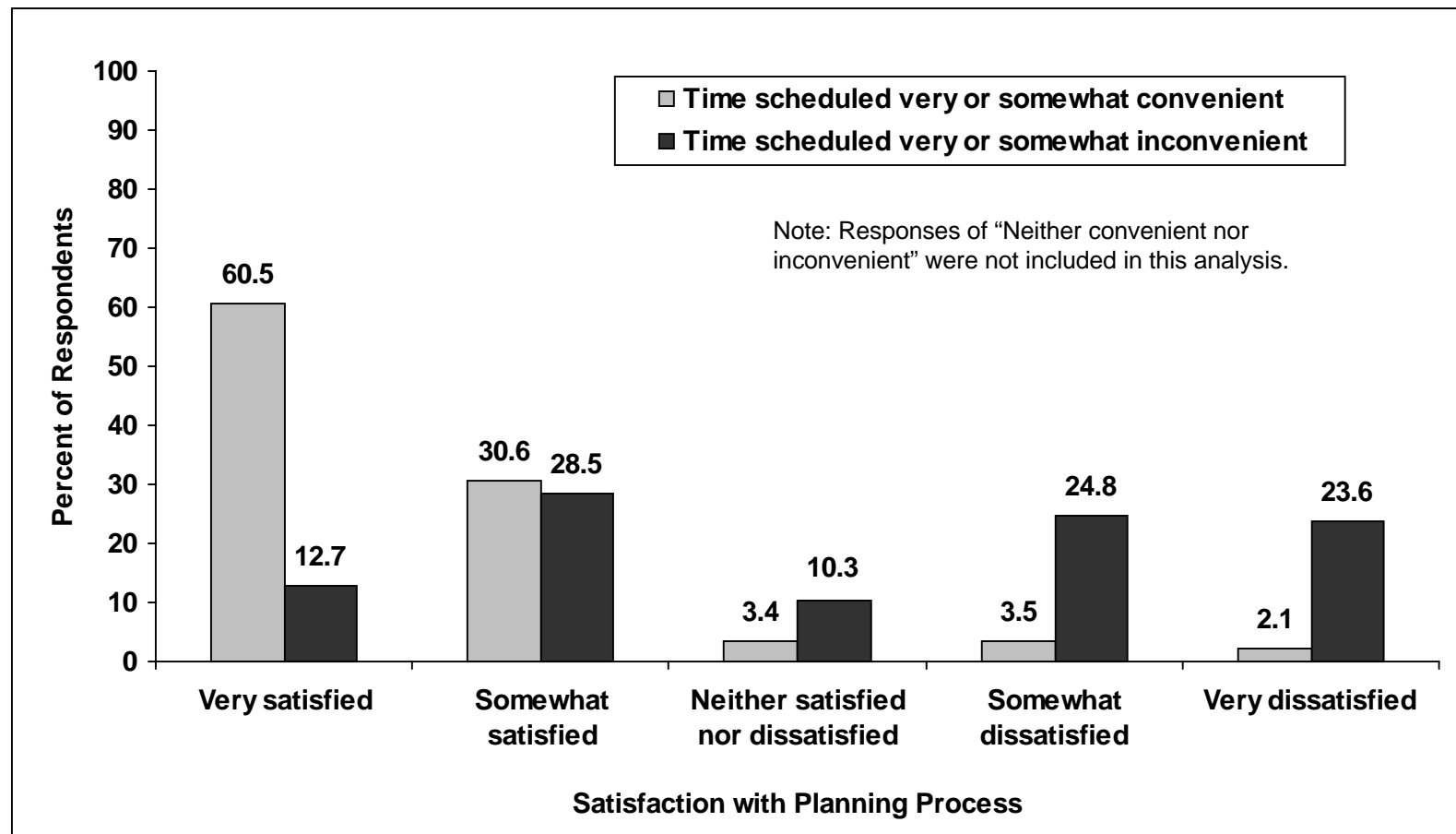
Overall Satisfaction with Planning Process by Whether Respondents Agree that Plan is Appropriate for Achieving Their Vocational Goals



Only 1.9 percent of respondents who did not feel that their plan was appropriate for achieving their vocational goals were very satisfied with the planning phase, but 65.7 percent of those who did think the plan was appropriate reported being very satisfied with the planning phase.

Influences on Satisfaction with Planning Phase

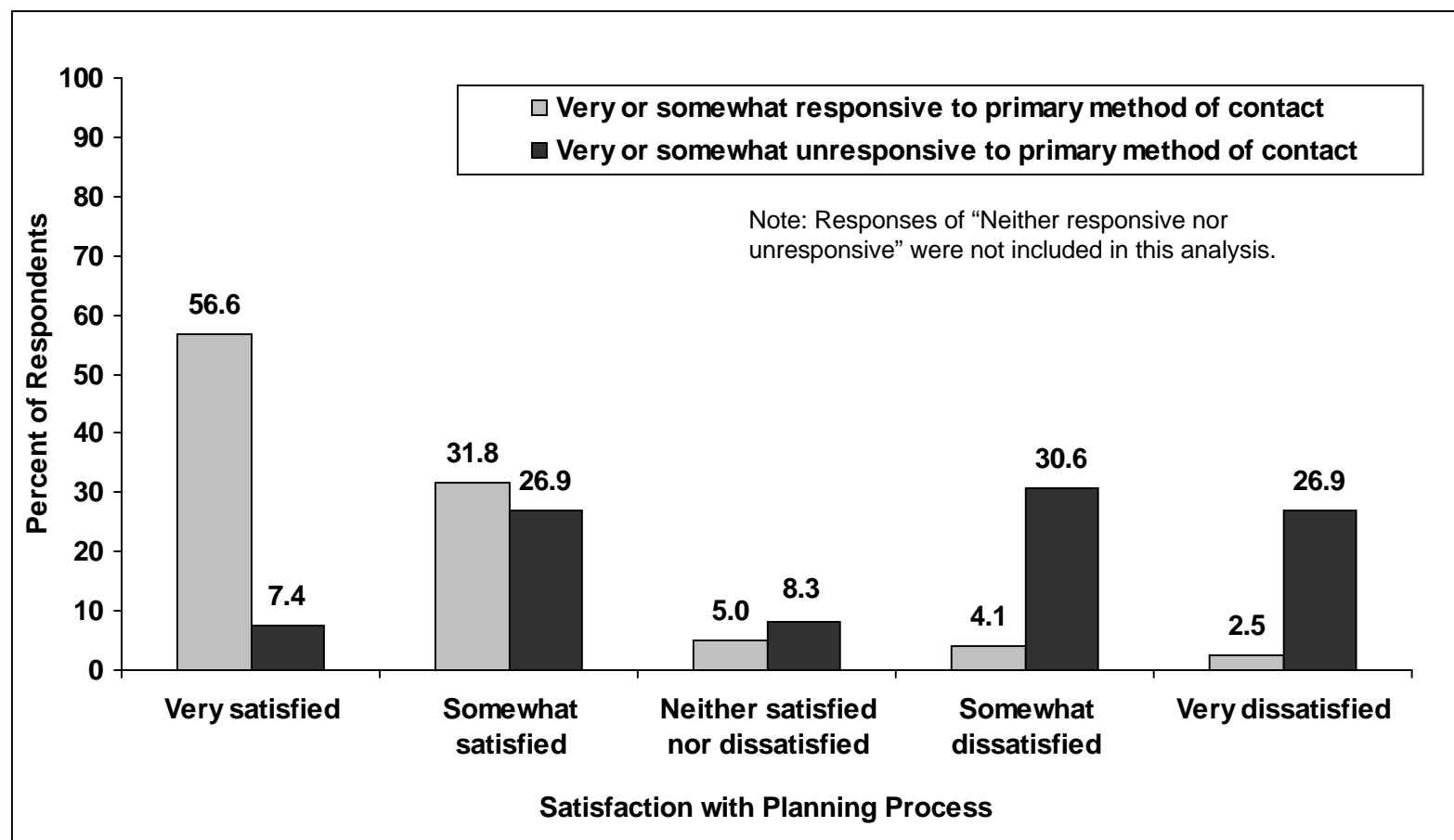
Overall Satisfaction with Planning Process by Whether Time Scheduled for Developing the Plan was Convenient



The time scheduled for developing the plan also has a strong relationship with a respondent's overall satisfaction with the planning phase. Nine out of ten respondents (91.1 percent) who thought the time was convenient were also very or somewhat satisfied with the planning phase, compared with only 4 out of 10 (41.2 percent) of those respondents who thought the time was inconvenient.

Influences on Satisfaction with Planning Phase

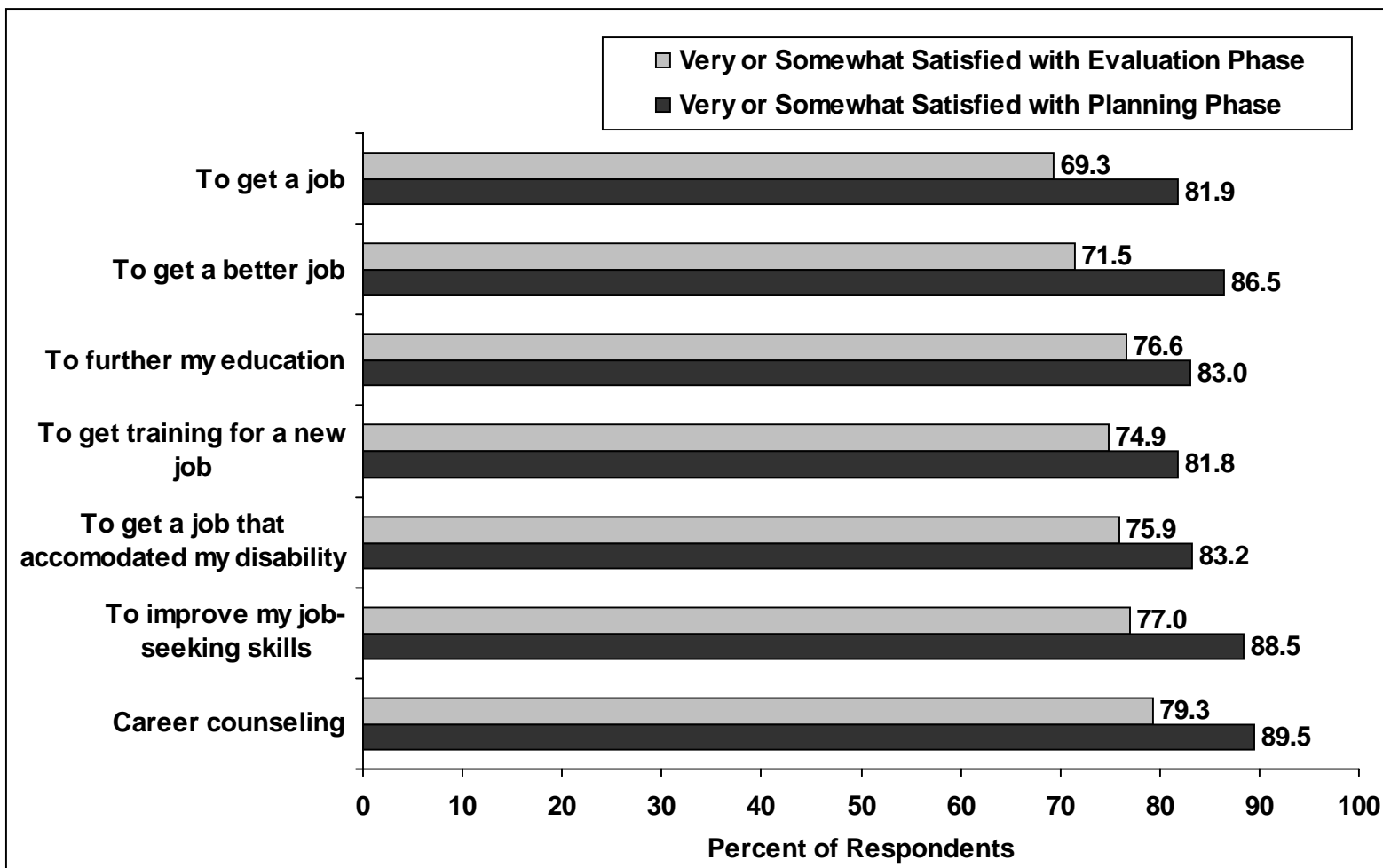
Overall Satisfaction with Planning Process by Whether Counselor was Responsive to Respondent's Primary Method of Contact



The responsiveness of the counselor is also important during the planning phase: 56.6 percent of those who thought their counselor was very or somewhat responsive to their primary method of contact were very satisfied with the plan development vs. only 7.4 percent of those who thought their counselor was unresponsive. Likewise, over one-fourth (26.9 percent) of those who thought the counselor was unresponsive were very dissatisfied with the planning phase.

Influences on Satisfaction with Evaluation and Planning Phases

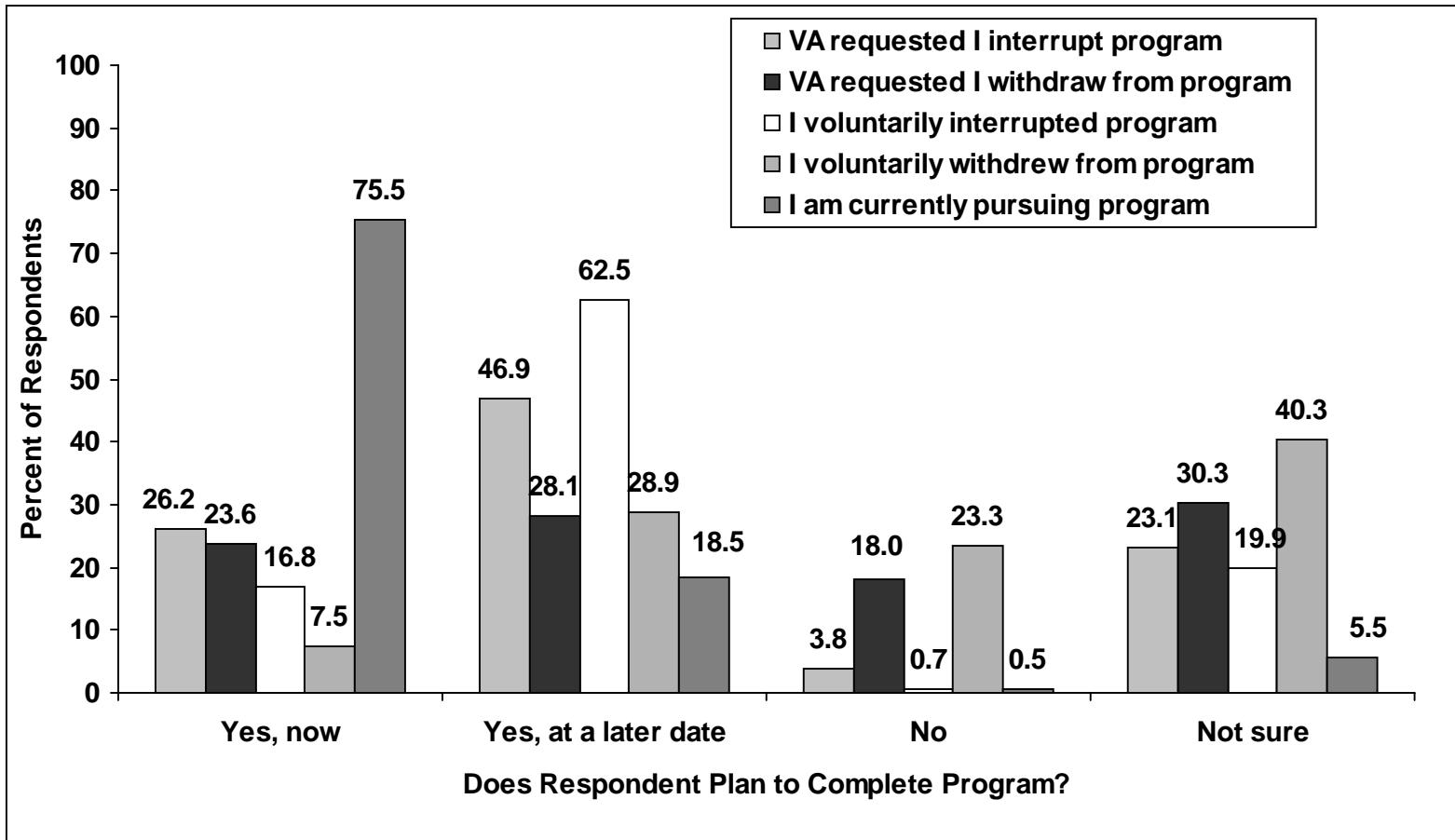
Overall Satisfaction with Evaluation and Planning Phases by Reason Respondent Applied for VR&E Program



Those most satisfied with the evaluation phase were respondents who applied to the VR&E program to obtain career counseling (79.3 percent). This was also the group of respondents that was most satisfied with the planning phase (89.5 percent).

Current Status in VR&E Program by Selected Variables

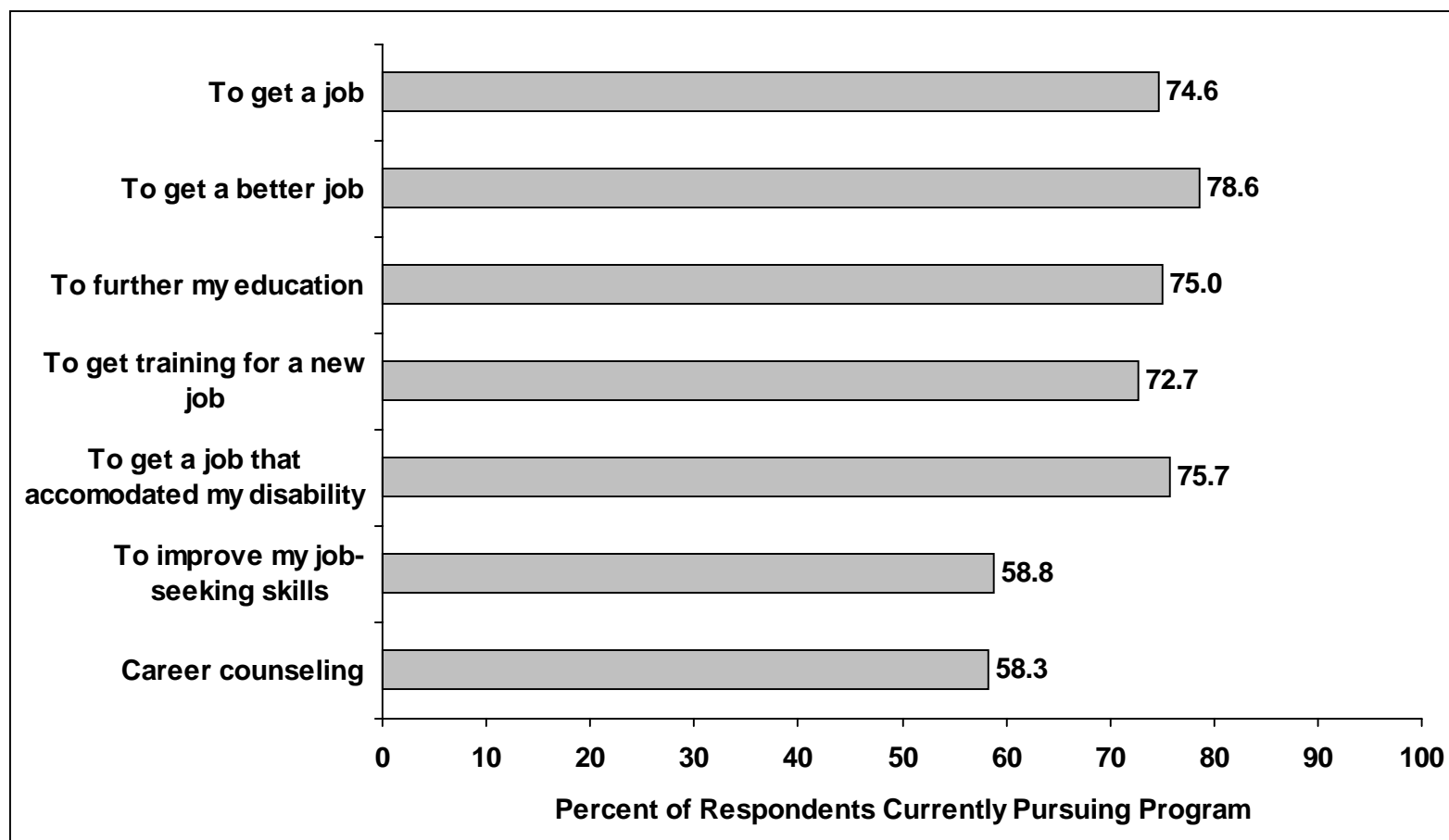
Respondents' Current Status in VR&E Program by Plans to Complete



Of those respondents who said they were currently pursuing the program, three-fourths (75.5 percent) planned to complete the program with no delays. Of those who had voluntarily interrupted the program, 62.5 percent said they planned to complete the program at a later date. The largest percentages of respondents who reported that they did **not** plan to complete the program came from those whom VA asked to withdraw (18.0 percent) and those who voluntarily withdrew from the program (23.3 percent).

Current Status in VR&E Program by Selected Variables

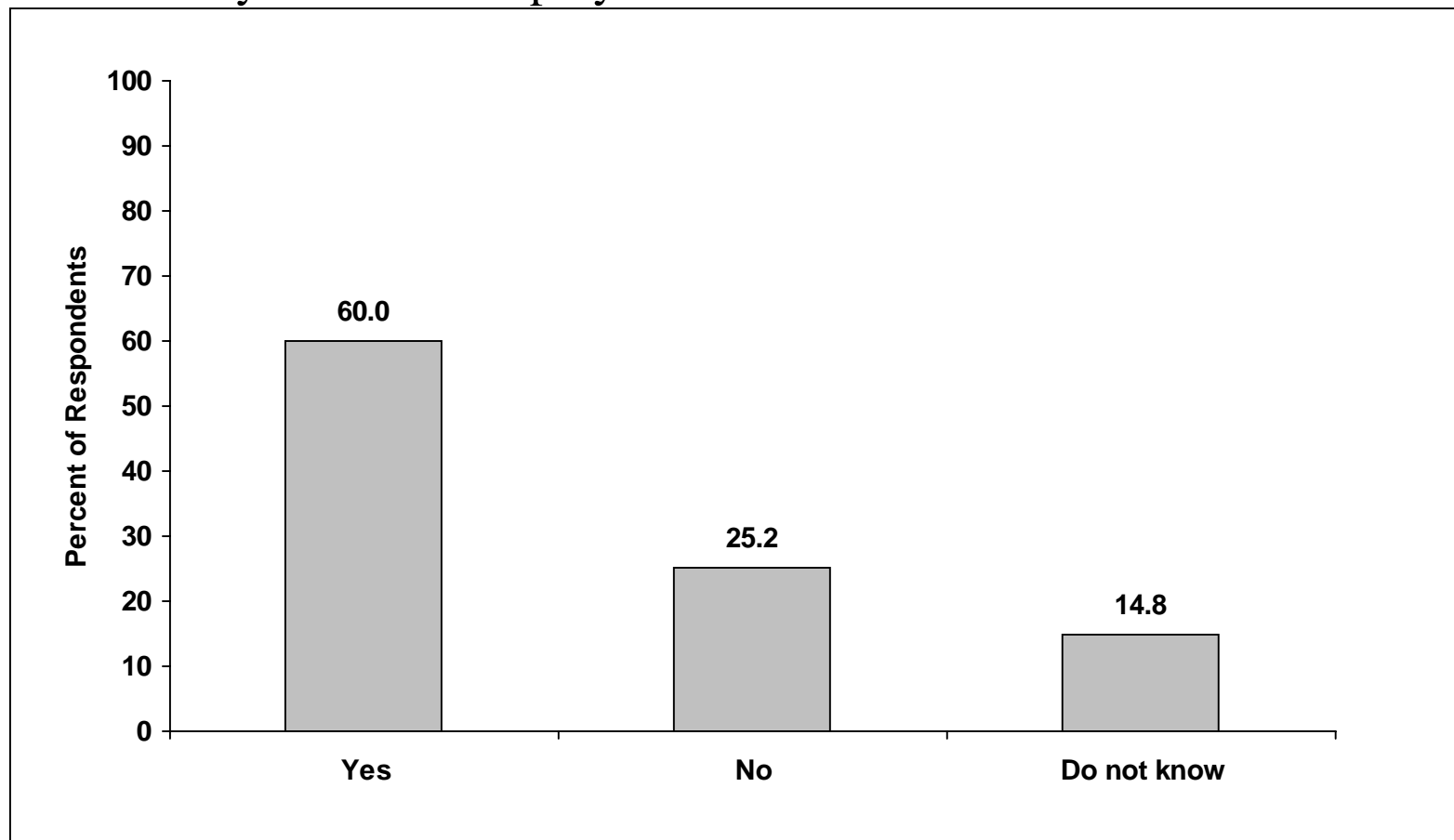
Percent of Respondents Currently Pursuing VR&E Program by Reason Respondents Applied for VR&E Program



Of those respondents who stated that their reason for applying to the VR&E program was to get a job that accommodated their disability, over three-fourths (75.7 percent) were currently pursuing the program. The respondents who applied to get career counseling had the least percentage (58.3 percent) still pursuing the program.

Overall Impressions

During the Evaluation and Planning phase, do you feel that there was sufficient focus on your future employment?



This question was added in 2001 to determine whether the employment focus of the program was being communicated effectively during the early stages of the program. Overall, 60.0 percent of respondents in the Evaluation and Planning phases felt that the focus on their future employment was sufficient.

Appendix A: National and SDN Performance Trends on Selected Issues

This Appendix provides national and SDN statistics on all of the questions relating to VR&E performance from the *Survey of Veterans Satisfaction with the VA Vocational Rehabilitation and Employment Program, Evaluation and Planning Phase*, for 1999, 2000 and 2001. National and SDN statistics in 2001 were compared with 2000 statistics to identify differences between the two years on key customer satisfaction issues. Significant differences between 2000 and 2001 performance are **bolded** and *italicized*. All other differences (those not bolded and italicized) are due to sampling variability and should not be interpreted as true differences.

NOTE: Answer choices of “don’t know”, “not applicable”, and other similar choices were not included in the calculations of these percentages.

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q2 Received all or most of needed information about VR&E from first source										
1999	48.1	50.1	49.0	49.2	44.0	48.3	51.0	49.4	45.4	47.8
2000	48.7	49.8	45.3	47.9	47.0	43.8	49.4	56.7	45.9	50.3
2001	50.6	48.4	52.8	50.5	48.6	55.1	51.8	53.9	47.0	47.9
Q3 Information received from first source was very or somewhat accurate										
1999	83.0	86.4	80.4	81.6	80.4	86.0	86.4	82.4	83.9	81.4
2000	85.2	88.3	82.6	85.7	86.1	86.3	85.5	88.3	82.1	83.2
2001	85.5	86.1	86.4	82.6	88.0	86.3	89.4	89.0	83.1	81.2
Q7 Completely or mostly understood eligibility requirements for the program										
1999	60.0	62.9	58.1	61.2	62.3	59.1	57.3	59.9	57.3	62.9
2000	60.7	61.3	56.6	59.8	58.1	60.8	59.6	66.1	59.9	61.7
2001	64.0	63.6	63.3	63.6	62.9	65.4	67.6	67.6	62.4	60.8
Q8 VA completely or mostly explained steps necessary to qualify for program										
1999	65.4	73.1	67.8	60.8	65.8	65.5	63.4	65.7	62.3	67.2
2000	67.6	73.9	69.6	67.8	68.6	66.0	67.6	76.3	57.0	66.0
2001	71.4	75.3	70.0	70.3	73.8	72.9	75.9	73.5	68.5	66.7
Q9 VA kept respondent completely or mostly informed of application status										
1999	55.5	64.4	57.3	50.5	56.5	53.0	57.0	56.0	53.6	55.2
2000	58.1	69.2	59.3	56.6	60.3	59.9	59.2	61.5	48.3	56.0
2001	58.7	65.9	55.9	52.6	62.9	66.6	65.2	60.1	57.7	47.9
Q10 VA was able to obtain information from other parts of the VA or military much better or better than expected										
1999	43.0	48.0	42.8	43.8	43.4	45.2	41.8	44.1	39.3	41.8
2000	45.7	44.9	42.3	43.8	48.6	44.1	48.0	57.4	36.0	44.6
2001	47.9	45.5	42.3	50.2	48.5	52.9	50.7	54.4	46.2	41.0
Q12 VA sent a letter or called to set up an individual appt with counselor										
1999	91.2	93.7	93.8	84.9	93.9	90.9	92.3	90.0	92.1	90.9
2000	94.2	93.9	93.2	93.0	94.5	94.7	93.6	94.6	93.5	96.0
2001	93.6	95.0	96.3	93.4	93.9	92.8	92.3	94.1	93.6	91.9
Q14 Length of time VA took to notify respondent of appt was very or somewhat reasonable										
1999	67.0	68.2	67.7	58.5	66.6	71.8	66.4	66.5	67.7	68.7
2000	68.1	76.6	72.3	61.8	74.1	63.6	67.5	70.7	61.5	68.8
2001	68.4	71.2	67.9	61.8	73.1	71.4	71.6	68.7	67.2	65.5

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q17 Length of time to from notification of appt to initial meeting was very or somewhat reasonable										
1999	75.6	75.7	75.5	73.8	74.1	79.1	74.3	74.3	74.8	78.4
2000	75.4	76.9	75.6	73.8	77.6	75.6	75.4	74.5	70.3	79.9
2001	76.0	75.5	77.5	74.5	77.3	83.9	73.9	75.1	74.1	73.9
Q19 Location of evaluation was very or somewhat convenient										
1999	65.7	62.0	69.3	59.8	65.3	63.0	63.4	62.0	69.6	71.7
2000	65.2	64.1	66.4	63.6	67.0	56.3	65.6	67.1	66.5	67.9
2001	68.7	68.4	65.1	66.7	69.3	65.4	67.5	68.5	72.7	71.7
Q20 Time scheduled for evaluation was very or somewhat convenient										
1999	77.2	75.9	76.9	76.3	74.2	75.2	77.2	75.0	80.2	80.2
2000	78.8	77.4	75.3	79.9	77.0	78.3	79.4	83.1	74.5	82.4
2001	78.7	79.1	78.3	76.7	79.6	81.1	77.4	78.4	78.1	79.6
Q22 Counselor explained the purpose of tests as part of evaluation										
1999	94.0	93.8	96.2	93.2	96.5	92.1	92.5	92.2	93.9	95.5
2000	93.7	93.3	96.9	95.8	96.3	91.3	92.0	93.6	89.7	95.2
2001	94.0	93.2	96.1	92.6	92.6	94.5	96.1	91.4	96.4	93.1
Q23 Tests seemed appropriate to respondent for evaluation										
1999	76.0	82.3	82.8	70.0	73.7	74.7	75.0	74.7	77.3	75.8
2000	77.5	82.4	81.9	71.8	74.2	77.0	79.2	80.3	73.5	79.0
2001	78.4	83.2	86.1	73.4	73.0	78.2	82.5	81.3	76.3	75.8
Q24 Counselor explained test results in an understandable way										
1999	88.6	86.8	89.5	82.4	91.4	87.7	85.2	87.5	93.3	90.4
2000	87.8	85.5	87.3	89.9	89.7	87.7	82.5	89.4	85.6	90.5
2001	88.5	88.9	92.4	84.9	83.8	85.4	92.5	88.1	93.0	87.7
Q25 Results of initial evaluation completely or mostly matched respondent's skills and abilities										
1999	61.3	65.7	61.9	60.6	60.8	64.2	57.7	53.5	61.0	66.8
2000	62.3	65.7	64.9	61.1	61.1	58.4	65.4	65.4	58.4	61.8
2001	60.4	59.3	65.2	54.6	58.9	61.4	67.6	59.5	61.8	56.9
Q26 Respondent was very or somewhat confident that counselor gave them good info and advice during evaluation										
1999	77.3	76.6	81.3	75.0	80.5	77.6	77.8	76.2	76.4	76.2
2000	77.5	78.6	77.8	79.9	78.9	78.2	80.6	82.0	70.2	74.5
2001	77.4	80.5	80.0	71.5	77.1	80.0	86.9	75.5	77.2	71.8

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q27 Respondent felt counselor completely or mostly understood their feelings and concerns during evaluation										
1999	65.2	68.5	66.7	64.4	65.5	64.1	66.3	61.7	66.3	65.0
2000	66.4	68.0	69.4	68.4	65.0	67.6	68.5	71.9	60.1	62.0
2001	65.9	69.3	68.6	57.6	64.0	68.3	74.5	65.3	65.5	63.3
Q28 Evaluation process reflected courtesy, compassion and respect due a veteran of the United States										
1999	82.0	84.2	84.2	78.2	80.0	81.7	86.2	80.4	82.6	81.4
2000	81.9	84.9	81.5	81.6	82.7	80.0	83.8	83.7	76.3	84.3
2001	84.0	86.2	87.2	78.8	79.5	84.6	88.5	82.2	88.1	81.7
Q30 Counselor was very or somewhat responsive to respondent's primary method of contact										
1999	83.4	85.1	86.5	80.7	81.0	83.7	83.1	82.1	82.9	84.8
2000	86.0	85.8	85.8	88.4	86.9	84.7	81.2	89.9	83.5	86.9
2001	84.5	85.9	86.3	80.4	81.9	85.9	86.6	85.3	86.2	82.1
Q31 Respondent was able to get needed information on first call or contact										
1999	69.5	71.7	71.7	64.7	68.2	69.8	75.7	71.3	65.1	70.6
2000	69.5	71.4	73.4	71.5	70.8	65.8	71.1	74.0	63.4	67.8
2001	70.0	70.6	74.2	62.6	65.7	69.7	73.6	73.8	69.7	69.6
Q32 Respondent did not have to repeat same information to more than one person during evaluation process										
1999	65.4	67.5	65.4	64.5	59.9	64.3	70.3	66.9	67.9	62.3
2000	63.8	70.6	64.0	69.0	68.0	62.6	62.8	64.7	57.1	61.5
2001	66.5	70.7	67.5	58.7	62.7	65.9	73.4	66.4	70.6	63.4
Q33 Respondent was able to access counselor's voice mail										
1999	74.7	77.1	81.5	70.8	61.5	73.5	75.0	66.0	76.8	80.4
2000	79.4	80.6	80.1	79.9	82.4	78.6	75.2	76.5	78.2	83.2
2001	78.7	81.4	83.9	69.6	77.7	77.8	80.0	80.0	79.8	79.0
Q35 VA explained why respondent was not entitled to VR&E services (if not entitled)										
1999	72.0	75.0	62.1	59.3	67.5	73.9	64.0	80.0	72.0	80.0
2000	70.9	75.0	73.1	91.2	85.7	56.3	78.3	77.3	55.3	60.0
2001	74.0	73.9	82.1	60.0	78.1	70.0	72.7	88.9	64.3	66.7

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q38 Length of time to determine entitlement to VR&E services was very or somewhat reasonable										
1999	75.1	80.8	74.1	70.2	76.4	75.5	74.2	79.4	73.1	74.3
2000	73.0	75.6	74.7	69.8	76.9	74.0	78.1	81.7	63.4	66.4
2001	75.9	81.9	75.9	70.4	79.6	79.7	79.9	79.2	74.4	66.3
Q39 Respondent very or somewhat satisfied with evaluation process										
1999	77.3	76.8	81.5	69.3	81.6	80.2	82.3	82.3	70.3	75.7
2000	74.0	77.2	75.0	70.6	74.7	73.7	76.6	84.9	65.9	69.2
2001	74.9	84.7	74.5	68.8	73.9	77.7	82.6	76.6	73.9	67.5
Q43 Respondent strongly agreed or agreed that they actively participated in developing plan										
1999	88.8	88.8	90.8	85.9	89.5	89.6	88.7	91.0	84.9	90.1
2000	88.3	92.0	85.4	90.1	87.0	89.3	90.6	88.1	86.0	88.3
2001	89.4	88.9	94.7	86.7	89.0	87.1	90.7	89.6	89.0	89.1
Q44 Respondent strongly agreed or agreed that plan reflects individualized services which meet their specific needs										
1999	83.8	84.0	86.5	79.1	84.5	81.8	82.7	86.6	81.6	86.6
2000	83.3	83.7	82.0	85.3	83.5	86.5	82.5	84.3	76.2	86.5
2001	84.0	86.9	86.0	81.5	83.3	84.8	86.1	83.9	83.3	82.1
Q45 Respondent strongly agreed or agreed that counselor spent adequate time and resources developing their plan										
1999	74.9	82.9	79.8	70.6	77.5	79.8	74.9	73.7	70.2	70.8
2000	78.1	81.5	76.8	80.6	77.6	86.0	77.6	84.8	67.5	74.2
2001	77.7	82.7	80.0	72.7	77.1	82.9	78.5	77.3	75.4	75.7
Q46 Respondent strongly agreed or agreed that plan reflects their intentions and expectations for rehabilitation										
1999	83.7	84.1	86.8	81.6	83.5	82.3	82.7	89.4	80.3	82.8
2000	84.1	85.6	81.4	88.4	82.6	87.1	84.3	87.1	79.4	82.8
2001	84.1	86.3	89.4	80.8	84.8	85.6	86.1	83.9	82.8	79.9
Q47 Respondent strongly agreed or agreed that plan is appropriate to achieve vocational goals										
1999	84.3	79.8	86.0	84.3	83.4	85.9	83.9	88.3	81.8	83.7
2000	83.5	85.6	83.0	91.2	81.6	86.2	83.5	83.3	80.0	80.7
2001	82.2	84.6	84.8	79.6	79.6	84.9	85.3	83.1	80.6	78.8

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q48 Respondent strongly agreed or agreed that plan was designed to minimize aggravation of their disability										
1999	81.9	79.5	79.0	81.3	80.1	85.2	80.5	81.7	80.9	86.5
2000	82.6	81.6	80.4	87.1	85.0	84.8	83.4	83.0	76.9	82.8
2001	80.9	83.7	87.4	78.1	83.3	82.3	84.3	77.4	79.3	77.1
Q49 Respondent strongly agreed or agreed that the plan adequately reflects their interests, aptitudes and abilities										
1999	84.5	85.6	86.5	83.9	82.9	86.8	81.8	85.6	81.1	86.6
2000	84.6	87.4	81.0	88.3	84.2	83.0	85.8	85.8	80.7	86.5
2001	83.3	83.3	87.7	81.5	80.1	83.0	88.2	82.2	82.8	82.6
Q50 Respondent strongly agreed or agreed that the plan reflects current conditions and characteristics of the job market										
1999	82.5	78.9	83.7	80.9	78.9	81.7	84.2	85.5	81.5	84.6
2000	83.2	81.2	81.1	88.1	79.1	85.0	85.9	84.7	80.6	83.7
2001	78.1	75.1	85.8	75.7	84.0	80.3	81.4	78.8	74.1	70.4
Q51 Respondent strongly agreed or agreed that the plan was designed with potential employment/employers in mind										
1999	81.0	78.5	82.6	74.7	83.3	81.2	82.9	82.4	83.7	79.0
2000	82.5	81.1	79.7	83.5	83.2	83.9	82.0	83.1	76.7	88.7
2001	77.7	73.9	84.2	76.5	78.6	81.9	77.6	78.7	73.9	75.1
Q52 Location where plan was developed was very or somewhat convenient										
1999	71.5	72.0	74.5	67.9	66.4	70.8	69.0	65.5	71.4	81.1
2000	69.5	65.3	71.4	65.5	67.4	67.6	71.9	74.9	66.5	71.7
2001	73.0	75.2	72.1	69.0	70.9	72.3	74.0	74.4	71.0	77.8
Q53 Time scheduled for developing plan was very or somewhat convenient										
1999	78.4	81.2	78.7	71.1	78.6	76.3	80.9	79.7	78.0	80.7
2000	78.4	78.3	78.4	75.7	80.3	78.5	81.2	82.5	74.9	75.8
2001	79.8	84.2	85.3	75.3	79.4	82.2	80.5	80.3	77.3	77.4
Q55 Counselor was very or somewhat responsive to respondent's primary method of contact										
1999	88.7	87.2	90.2	87.6	88.2	89.4	90.8	91.7	85.3	88.7
2000	89.3	89.1	88.0	91.9	90.7	89.7	88.1	90.5	85.2	90.9
2001	90.2	92.5	94.5	88.8	88.0	92.1	90.8	91.2	86.2	90.1

<i>Performance Item by Year</i>	<i>NATION</i>	<i>SDN 1</i>	<i>SDN 2</i>	<i>SDN 3</i>	<i>SDN 4</i>	<i>SDN 5</i>	<i>SDN 6</i>	<i>SDN 7</i>	<i>SDN 8</i>	<i>SDN 9</i>
Q56 Respondent was able to get needed information on first call or contact										
1999	75.8	77.3	79.4	74.1	78.3	81.2	81.6	80.8	63.8	73.6
2000	74.4	73.6	75.0	74.9	75.7	71.7	76.0	79.1	68.9	75.0
2001	75.1	76.2	84.0	72.0	73.0	75.7	79.3	78.8	67.1	74.1
Q57 Respondent did not have to repeat same information to more than one person during planning process										
1999	70.4	72.4	73.5	71.4	71.1	66.2	74.8	71.7	65.7	70.3
2000	69.8	73.3	71.8	70.9	72.3	72.4	72.1	71.9	60.4	67.3
2001	70.9	73.4	74.4	69.3	76.2	69.7	74.0	72.0	63.6	70.5
Q58 Respondent was able to access counselor's voice mail during planning process										
1999	81.5	76.7	85.5	81.0	72.2	77.8	78.4	78.8	84.2	88.3
2000	83.1	81.8	82.8	84.7	85.6	83.7	78.3	83.1	80.5	87.2
2001	83.6	83.4	87.9	77.4	83.5	82.5	86.7	86.1	81.2	84.1
Q59 Respondent felt planning process reflected courtesy, compassion and respect due a United States veteran										
1999	86.0	87.7	87.7	83.7	86.8	85.4	91.1	87.0	81.7	85.7
2000	87.7	90.1	85.4	87.1	90.0	86.2	90.6	90.2	84.1	86.9
2001	89.0	89.9	93.7	84.9	87.4	92.1	92.1	88.4	87.7	87.3
Q60 Respondent very or somewhat satisfied with development of plan										
1999	81.1	80.7	84.8	75.2	82.9	82.3	82.2	84.6	77.5	81.1
2000	82.3	83.8	79.6	81.3	86.9	83.3	84.6	83.3	77.8	81.3
2001	82.9	82.8	90.5	80.8	82.9	86.3	85.3	85.7	78.4	76.8
Q62 Respondent thought it was very or somewhat easy to obtain information from VR&E program										
1999	64.9	66.8	69.4	56.1	67.6	64.8	65.7	66.9	62.3	66.4
2000	68.5	71.6	69.1	67.2	68.5	66.4	71.2	78.4	58.2	67.7
2001	72.2	74.0	68.7	69.5	72.4	70.7	76.9	78.1	72.8	67.8
Q65 VA told respondent why they were interrupted or withdrawn from program (for those interrupted or withdrawn)										
1999	84.9	85.7	83.3	80.0	84.2	88.0	72.7	92.3	92.9	81.6
2000	82.3	75.0	80.6	85.7	81.8	86.4	78.3	93.9	80.0	68.2
2001	82.3	96.4	77.1	77.3	83.3	80.0	100.0	88.2	82.6	77.1

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Q68 Respondent feels VR&E program is much better or better than expected										
1999	47.7	52.6	52.3	45.5	48.0	49.7	48.0	49.7	40.9	47.2
2000	51.2	54.9	56.7	47.4	51.0	53.0	49.7	62.7	40.2	48.3
2001	53.4	56.0	48.9	48.2	52.5	59.3	60.6	61.4	50.5	45.9
Q69 Respondent felt there was sufficient focus on their future employment										
1999										
2000										
2001	70.4	73.5	69.3	68.3	69.4	70.1	74.1	72.6	74.2	63.9
Q74 Respondent would recommend program to other disabled veterans										
1999	91.1	95.0	92.5	88.7	89.2	90.3	91.8	90.6	91.4	91.1
2000	93.2	94.4	94.9	94.0	92.0	94.7	94.3	95.6	90.1	90.3
2001	93.3	93.5	93.1	94.7	91.5	93.8	94.9	95.6	93.1	90.2

Appendix B: VR&E Evaluation and Planning Questionnaire
